

# EVE Home Cams FAQ's

## 1. How to connect camera through WPS function?

Ans:

- a. Press WPS button on router first.
- b. Within 10sec press reset button of eve camera.
- c. Then check for voice acknowledgement from camera.
- d. If it acknowledges "WPS connection succeeded" scan QR code on camera for adding camera in user acc.

## 2. Does it support 5G Wi-Fi?

Ans: No.

## 3. Will the camera connect to any router?

Ans: Yes, camera connects to the 2.4GHz network only and should be compatible with any router that has 2.4GHz network

## 4. Can I record videos locally in camera?

Ans: Yes. Motion based videos for 40 seconds can be recorded only if micro SD card is installed in camera.

## 5. How to install Micro SD card?

Ans:

- a. Switch off the camera.
- b. Open the micro SD slot cover to expose the memory card slot and insert the memory card.
- c. After installing memory card go to setting page of camera, check the storage status and then initialize the card.

## 6. Do Godrej Provide Cloud storage for data?

Ans: No. Godrej does not provide cloud storage. User gets live feed from cloud.

## 7. How can I retrieve data from memory card?

Ans:

- a. The data can be retrieved through Mobile App.
- b. All the video clips stored in memory card can be viewed in mobile and saved in mobile memory and further they can be saved at desired locations.
- c. The memory card should not be inserted in laptop directly for data retrieval as that will cause initialization of memory card again and that will result loss of data stored in memory card.

## 8. Can I take back up of NCR video recording directly on Computer system?

Ans: No, user can't take backup of NCR videos directly on computer. User must view the video playback on mobile and store the data in mobile local storage for taking back up.

**9. What if my camera QR sticker is torn or removed?**

Ans: If camera QR sticker is torn or removed user will not be able to add the camera again or no other user can use the camera.

Before installation ensure the Sr. No, QR Code, Verification code photo is taken and stored in safe place.

**10. Is the camera waterproof?**

Ans: The camera is not waterproof. It is for Indoor use only.

**11. The device is off line.” or “The device is not registered.” prompts appear when adding the camera using the Godrej Eve App.**

Ans:

- a. Make sure the network, where the camera is connected to, is working properly and the router’s DHCP is enabled.
- b. Hold down the RESET button for 10 sec to reset the settings if you have changed the network parameters.
- c. Still if the issue persists check the network speed, then reset the camera and try connectivity with WPS option.

**12. My mobile phone cannot receive alarm prompts when the camera is online.**

Ans: For Android OS mobile phone, make sure the app is running in the background and for iOS mobile phones, enable the message **push** function in “**Settings > Notification**”.

**13. Will my EVE camera do continuous recording in the memory card inserted?**

Ans: No. The camera will record videos of 40 seconds on motion detection. For continuous recording, Godrej NCR must be installed along with Godrej EVE Camera.

**14. Can we see live view without internet?**

Ans: Yes. Live view can be viewed using the LAN View option in EVE App when within the periphery of camera. For live viewing from remote location internet is required.

**15. Will my recordings be recorded on camera when offline?**

Ans: In case of loss of connection, the recordings will be stored in the memory card and same can be viewed on Mobile App once internet connection is re-established.

**16. Does the camera support power via USB devices or a portable battery?**

Ans: It’s advised to use the included standard power adapter to provide a stable voltage supply.

**17. I'm changing my Wi-Fi network, what do I need to do?**

Ans: To connect to a different Wi-Fi network, press the RESET button for 3 seconds to restart the camera then reconnect to Wi-Fi when the red and blue light flashes. Within the App, go to your camera, click the Settings icon, then click on "Wi-Fi" and follow the prompts.

**18. If my Wi Fi password changes, what do I do?**

Ans: You must use the app to re-configure the Wi-Fi password when the password changes. Here's how: Connect your phone to the Wi-Fi network. Select the camera that displays its status as "Offline." Go to Settings. Click on the Wi-Fi Configure Tab. Reset the device and enter the new password.

**19. What is the recommended bandwidth for the EVE cameras to function properly?**

Ans: We recommend an upload speed of 2Mbps for each connected EVE to work properly.

**20. How many days of video can be stored in a 16GB microSD card?**

Ans: We estimate that a 16GB Micro SD card will provide approximately 28–32 days of recording under normal use, which is about 1 hour of recording video a day. Only motion-based recording can be done in memory card.

**21. Can you view recorded video from the Godrej EVE App?**

Ans: Recorded video is stored on the Micro SD card that can be viewed using the Godrej EVE app.

**22. Can I mount EVE camera outside?**

Ans: No, Godrej EVE camera is an indoor camera. It is not designed for outdoor use.

**23. Can I turn off sound recording on Godrej EVE cameras?**

Ans: Yes, you have the option to disable audio recording. From the device settings page, scroll down and find the **Audio switch**. Use the toggle switch to turn the audio on or off.

**24. Can I see the live view on computer?**

Ans: No. The live video can be viewed only on mobile app 'Godrej Eve'.

**25. Can it support connection with hard disk for continuous video recording?**

Ans: Yes. Godrej NCR can be connected to the camera and continuous recordings can be captured in the hard disk inside NCR. NCR supports up to 1TB hard disk.

**26. How will the video be deleted from memory card or Hard disk if NCR is full?**

Ans: There is no need for deleting video manually. The storage in memory card and NCR follows first in first out logic for data storage.

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